GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1849
ANSWERED ON:29.11.2007
CUSTOMER SATISFACTION BY THE AIRLINES SERVICES
Rao Shri Sambasiva Rayapati

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has come to know about the difference in the level of customer satisfaction between Government airlines and private airlines;

(b) if so, the details thereof alongwith the reasons therefor;

(c) whether any innovative methods have been adopted to keep pace with the level of customer satisfaction in the private airlines, particularly in terms of punctuality and customers comforts;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) and (b) Government has not conducted any comparative study on the level of customer satisfication between Government and private airlines.

(c) (d) and (e): National Aviation Company of India Ltd. (NACIL) has customer services counter at all major airports and customer services section at Headquarters and regions. Customers are provided facilities to send their feedback/ observations/suggestions to acheive better customer satisfaction. NACIL endeavours to operate flights as per scheudle. However, in the event of unforseen delays passengers are facilitated through alternate transport arrangements, assistance in making onward reservations, meals depending upon timings, short hotel stay, full refund of tickets at the desire of passengers etc. NACIL is also prviding facilities like e-tickting on selected routes. E-checking has been provided at Mumbai, which is being extended to other stations. Advance check-in, city-check in etc. are also being offered to the passengers.